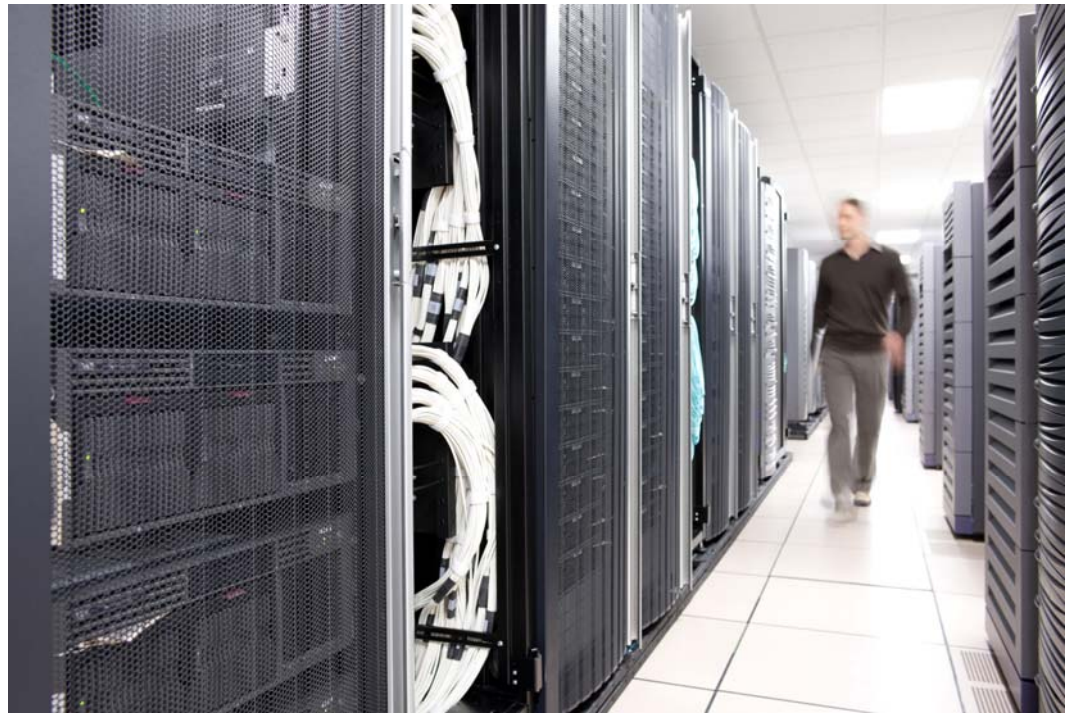


Data Center Remote Management Services: Accelerate Data Center Transformation



Realizing the full business benefits of advanced data center technologies requires monitoring and management around the clock. It can be challenging and resource-intensive and can draw you away from your core business. The need to build management expertise and capabilities can also delay the adoption of the most beneficial emerging technologies.

Cisco® Data Center Remote Management Services allow you to accelerate and ease emerging and advanced technology adoption. You can rely on our superior expertise, processes, and tools as we continuously monitor your networks and manage your Cisco data center technologies for maximum availability and performance. Cisco Data Center Remote Management Services enable you to:

- Realize immediate and comprehensive benefits from Cisco data center technologies
- Keep IT resources focused on using the benefits to enable core business strategies
- Increase availability and minimize the financial and resource effects of downtime
- Reduce operational costs and avoid the cumulative costs and challenges of building and maintaining a dedicated management team, including hiring, training, retention, tools, and processes

Challenge

Today's enterprise data centers are in a state of transition. Employees are increasingly distributed over wide, disparate geographical locations. Workers are also more mobile, requiring access to

applications and resources from more locations. Furthermore, enterprise applications are becoming more numerous and complex, and energy requirements and costs are rapidly increasing.

In the data center, IT administrators are consolidating their resources and centralizing their operations in an attempt to save costs and provide a more secure operating environment. Conversely, a majority of employees are no longer located at corporate or regional headquarters facilities, but are based out of branch, home, and customer offices and are increasingly mobile. These opposing forces, the centralizing of data center technologies and personnel and the decentralization and mobilization of users, are straining data centers. They are challenged to deliver network access, availability, performance, and problem identification and resolution capabilities.

All of these challenges result in a pressing need to use the latest technologies to promote data center virtualization, efficiency, and agility. With that comes the need to provide more sophisticated management of your enterprise assets. Cisco offers emerging and advanced technologies that meet the needs of today's evolving enterprise data centers. Cisco Data Center Remote Management Services (RMS) provide the in-depth monitoring, issue resolution, and network management that you need to implement and fully benefit from the latest technology solutions with confidence.

Business Benefits

Cisco Data Center RMS is a way to “outtask” the around the clock monitoring and management of your data center environment, including devices, applications, and supporting networking infrastructure. A unique co-management approach allows Cisco to take the lead as an extension of your own IT team, while you retain access and ultimate control. These services are remotely delivered by an experienced team of Cisco engineers using industry-leading tools and processes based on the IT Infrastructure Library (ITIL®). With Cisco Data Center RMS, you can:

- Accelerate your adoption and the benefits of Cisco data center technologies
- Apply industry-leading practices and methodologies to assure the efficient operation of your data center environment
- Optimize the uptime, performance, and efficiency of your Cisco advanced data center technologies to maximize the value of your investment
- Shape operational processes around a comprehensive view of data center resources and interdependences
- Complement your firm's internal skills and allow your valuable IT resources to focus on your core business, leaving the work of monitoring and remediation of data center technologies to Cisco experts
- Improve application performance and availability to meet service-level agreements
- Lower total cost of ownership through reduced operating expenses by improving the efficiency of your Cisco data center environment and avoiding the cumulative costs of building and maintaining a dedicated management team

Service Overview

Cisco Data Center Remote Management Services provide comprehensive monitoring and management of your data center infrastructure around the clock. They are delivered by an experienced team of Cisco engineers using industry-leading tools and processes based on ITIL®. We proactively monitor data center switching, server, application, storage networking, and

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virtualization technologies for fault and performance events. From our global Network Operations Centers (NOCs), we resolve incidents and take the lead in co-managing the network as an extension of your IT team.

Data Center Remote Management Services

- **Unified Computing Remote Management Service:** Accelerate the transformation of your data center to a unified computing architecture with this automated solution for the monitoring, management, and performance reporting of the Cisco Unified Computing System. By monitoring the infrastructure as well as alerting, reporting, and analyzing performance problems, this Cisco Remote Management Service can be a valuable business asset. Unified Computing RMS provides physical and logical monitoring and management of all unified computing hardware, OS, and virtual machine software elements.
- **Application Networking Remote Management Service:** Application Networking Remote Management Service helps you simplify the adoption of Cisco WAN optimization, application acceleration, and load balancing technologies.
- **Server Networking and Virtualization Remote Management Service:** Provides monitoring and management of third-party discrete servers, OS, and virtualization elements. This service manages instances of leading server operating systems (Microsoft, UNIX, Linux) and virtual machine environments.
- **Data Center Switching Remote Management Service:** Next-generation data centers need a network infrastructure that delivers the full potential of server virtualization, unified data center fabric, and cloud computing. The Data Center Switching Remote Management Service provides monitoring and management of Cisco Nexus™ next-generation unified fabric switches as well as Cisco Catalyst® high-performance switches, optimized rack switches, and Cisco core routers.
- **Advanced Performance Monitoring:** Augments Remote Management Services with a means to baseline and monitor performance of business-critical applications across the network. This service provides service-level agreement monitoring of application response time, fault isolation, and reporting and gives critical visibility into application packets as they flow through the network to and from the data center.

Services Specifications

Cisco Data Center Remote Management Services are composed of flexible standard and elective elements that may be combined to deliver a customized solution to meet your needs. Table 1 shows the day-to-day activities associated with each of the services elements.

Table 1. Flexible Remote Management Services Options**Day-to-Day Management Activities**

24-hour monitoring and notification
Incident management: receive, respond, resolve P1–P4 tickets
Problem management root cause analysis
Service-level management
Standard changes
Standard reports
Customer web portal
Configuration support
Customer-requested changes
Apply software updates and patches

Standard Service
 Elective Service

Standard Service Features

The Standard Service includes remote monitoring, incident management, problem management, and service-level management for Cisco data center technologies and the supporting foundation devices. From our global NOCs, Cisco remotely performs the day-to-day monitoring and management activities to resolve incidents, perform root cause analysis on problems, and implement standard changes.

Features of the Standard Service include:

- Device-level and interface-level monitoring
- Environmental monitoring
- Availability and performance monitoring
- Incident detection, recording, analysis, and notification
- Ticket generation and remediation recording in a knowledge base
- Performance threshold notifications for early warning of pending problems
- Engineering support: diagnose and resolve incidents and problems and restore service
- Web portal for access to tickets, availability, and performance statistics
- Standard reports for performance and availability

Data Center Remote Management Services also includes a designated customer relationship manager (CRM) who serves as your primary business interface and escalation resource to Cisco. The CRM conducts operational audits and schedules periodic reviews to discuss performance trends, identify remediations, and develop plans to make sure the service continues to meet your requirements.

Elective Service Features

The Elective Service goes beyond basic monitoring and management to provide flexible options to address specific needs and help ensure optimal performance of your data center networking infrastructure. The Elective Service offers a usage-based block of engineering hours that are used for customer-requested activities and changes to the environment. These requested activities range from routine move, add, changes, and deletes (MACDs) to implementing patches or updates to devices to proactive assistance application configuration.

Engineering hours may be used for the following:

- Cisco application software upgrades for feature enhancements
- Configuration changes to Cisco software and devices
- Move, add, change, or delete any component of a managed device or application
- Configuration Manager changes
- Provisioning applications and interfaces
- Patches to the Cisco applications and devices
- Review incident and performance trends requiring proactive attention

Why Cisco Remote Management Services

Cisco Remote Management Services (RMS) simplify the adoption and ongoing management of Cisco Advanced Technologies while enhancing the business benefits and significantly reducing total cost of ownership (TCO). Built upon the principles of co-management and outtasking, Cisco RMS offers a happy medium between complete outsourcing and self-management strategies. Only selected services are contracted out instead of whole business processes, and you retain control of your own network. We proactively monitor the network from a remote Network Operations Center, and our team of experts is available around the clock, co-managing the network as an extension of your internal IT team. Together, we anticipate, identify, and resolve issues, and we do it faster, more accurately, less expensively, and with more visibility (through our innovative Cisco Management Application Platform) than you can usually do on your own. Cisco RMS simplifies IT staffing and enables you to focus your resources on your core business strategies, using the full business benefits of Cisco advanced technologies.

For More Information

For more information about these and other Cisco Remote Management Services, visit www.cisco.com/go/rms or contact your local account representative.



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